

# MindLeaders<sup>®</sup>

e-Learning that **works.**

**empowering**

**engaging**

**effective**



# Why MindLeaders?

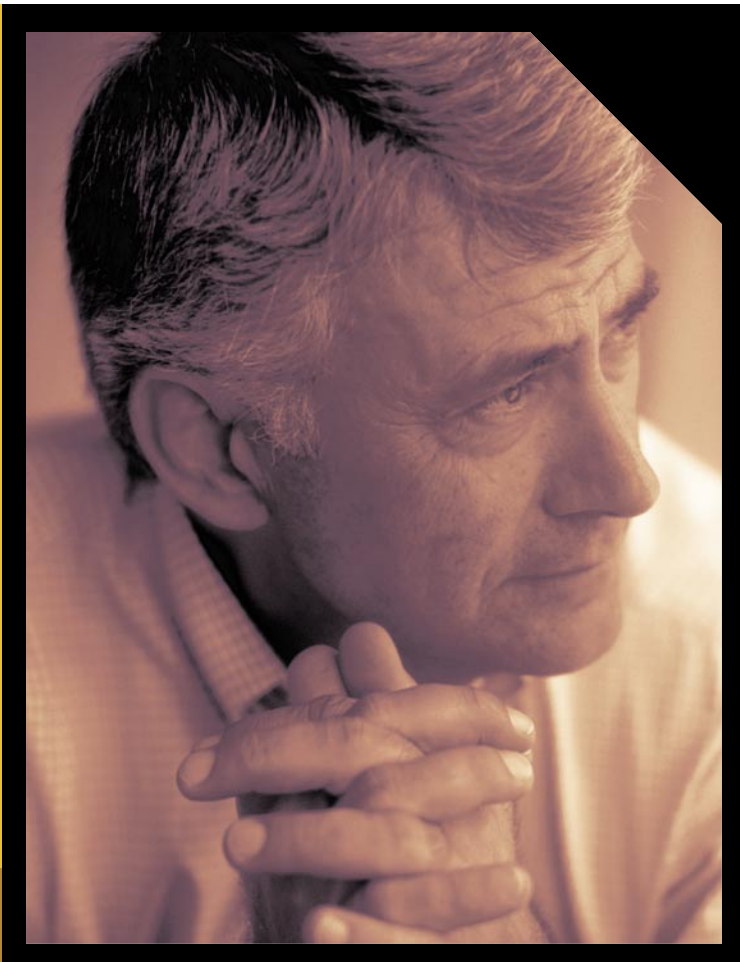
## e-Learning that works.

This short statement is an easy one to verbalize and place in print, but much more difficult to actually deliver. e-Learning that works goes beyond simply providing a course or infrastructure advantage. Instead e-Learning that works combines a cohesive collection of business strengths with an integrated, best-of-breed set of seamless solutions providing you:

- A single source solution provider to meet your e-Learning requirements and deliver results
- Dependable product solutions operating correctly initially and every day thereafter
- Over two decades of e-Learning experience trusted by an impressive list of over 1,000 customer organizations
- Unmatched customer service with an unrelenting desire to help you and your program succeed

MindLeaders delivers e-Learning that works. By aligning our e-Learning that works with your company's business objectives we will help you meet your e-Learning goals and ensure the continued success of your company.

**In short, you will benefit from e-Learning that works!**



# Integrated Solution Provider That Delivers

Investing in your company's knowledge capital is critical to success. Creative new product development, faster product launches, competitive advantages, retaining and attracting superior staff and increased productivity all affect your company's bottom line financials and ability to grow.

MindLeaders e-Learning that works provides a set of integrated, best of breed solutions empowering your company to continue building its knowledge capital with tangible training results. Our solutions include:

## COURSES

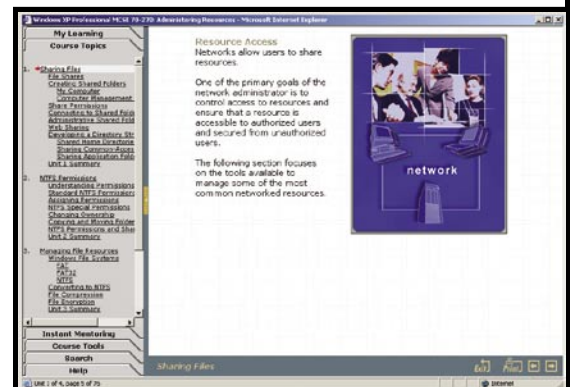


As the owner of the third largest library of self-paced e-Learning courses, our courses meet a wide variety of training needs while reducing instruction and travel costs through the use of effective self-paced e-Learning.

**IT Skills** - Comprehensive training for today's leading solutions from Microsoft, Cisco, Oracle, IBM, Novell, Sun and others combined with extensive certification preparation.

**Business Skills** - High-quality, next generation, scenario-based video courses delivered to the desktop covering a wide range of today's critical topics contributed by such experts as Marshall Goldsmith, Bill Bridges and Bob Rosner.

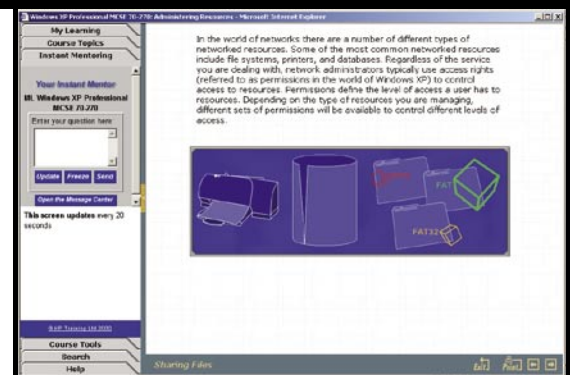
**Desktop Skills** - Basic through advanced desktop skills are covered including competence in computer fundamentals, Microsoft Office and end-user certification.



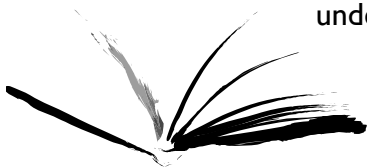
Real-time 24x7 online access to knowledgeable subject matter mentors without leaving the course provides learners with complete understanding and synthesis.



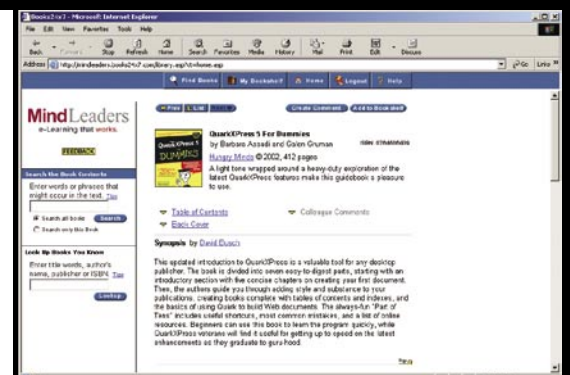
## Instant Mentoring



Comprised of over 1500 books, our online reference library provides learners with the opportunity for deeper understanding and research.



## Reference Library



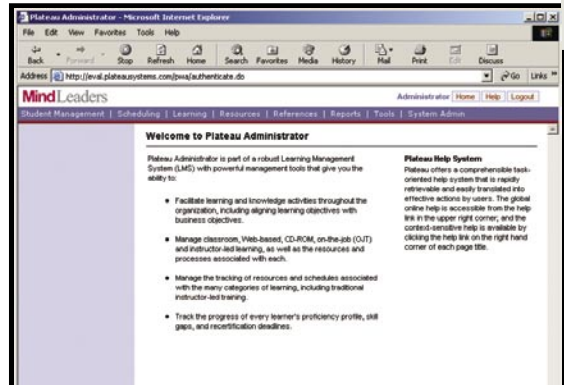
## Integrated Solution Provider That Delivers - Continued



Learning Management System

Our hosted learning management systems provide the tools necessary for meeting simple to complex learner and course administration needs while reducing the typical implementation challenges and

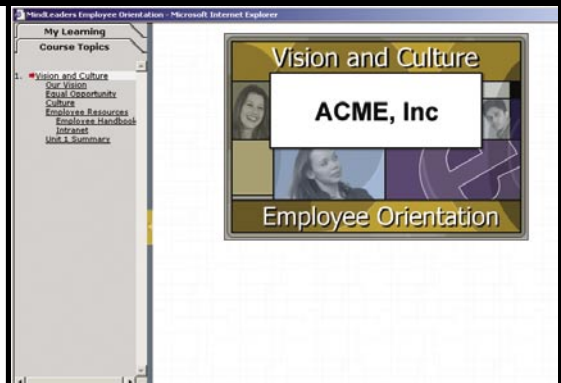
costs. Web Admin, a built-in mini-LMS, is the only solution some companies need while more complex requirements are met with our completely hosted LMS solution powered by Plateau.



Independently determine the skills of new staff or test the mastery of individuals preparing for certification exams with this easy to use stand-alone product.



Our custom courseware services permit you to bring e-Learning that works to the development of your own company-specific training needs.



PROFESSIONAL SERVICES



We possess all the services you need to fully implement and maximize your results from e-Learning that works.

Some of the professional services we provide include:

- e-Learning management consulting
- Properly aligning e-Learning programs to achieve business objectives
- Maximizing and simplifying internal e-Learning promotion efforts
- Comprehensive program administration, promotion and effectiveness evaluation
- Thorough feedback analysis

Integrated, best of breed solutions delivering e-Learning that works to meet your needs.

**Isn't it time you considered MindLeaders for all your e-Learning solution needs?**



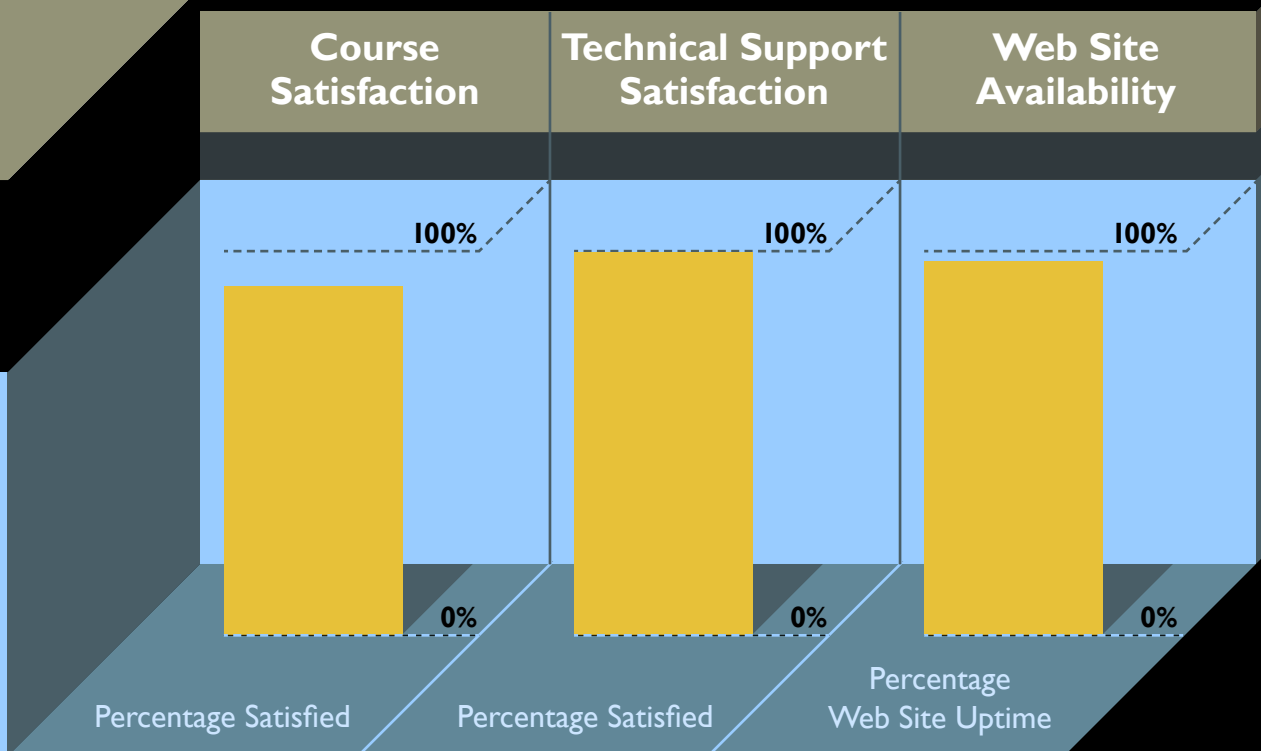
# Unmatched Dependability

E-Learning is an effective method of mastering many types of skills in a highly cost-effective manner...**IF** the courses operate correctly when accessed. **IF** course access response time is consistently good. **IF** the course and learner administration service is available when needed. And, many other **IFs** must also be satisfied on a highly consistent basis.

At MindLeaders, we understand there isn't room for a lot of IFs. That's why we build our courses with the native HTML open standard, produce our own courses in-house within the United States and host our products on a highly scalable Internet server farm located within a managed state-of-the-art computing center. In other words, we control every aspect of the mission-critical components of our core product line.

The end result? Dependable products delivering results. Every day. Anywhere. Anytime.

Want proof? Ask to speak with some of our customers, and talk to us about a free trial of your own.



# Unparalleled Customer Service



Everyone experiences a problem with a product or service at some time. The problem may or may not be critical. Sometimes it is also not possible to easily determine the origination of the problem. Other times, it is the tiny problem at the end of a long day while working at a remote location that has you ready to scream. What counts at moments like these is superb, caring and knowledgeable customer service.

Many companies within the e-Learning industry view technical support and customer service as a separate entity outside the development department responsible for the dreaded duty of “interfacing with the customers.” Typically you call the company to report a problem and obtain a solution. You are immediately passed to someone who obviously cannot help you but can take your name and phone number to have someone else return your call. Your call is finally returned, but after hearing your problem it must be passed onto someone else who can help you. Chances are good you have experienced this form of technical support and customer service.

At MindLeaders customer service and technical support are integral components of two departments directly serving customers. Our educational services team is located within the sales division, and is charged with helping customers define, pursue and attain their e-Learning objectives. Each person within the educational services team is assigned to specific customers, thereby helping them to become intimately familiar with your company’s training needs. When a problem arises that is beyond the expertise of your assigned educational services team members, our technical support team is ready to lend assistance. Located within the development department, the technical support staff is intensely interested in quickly helping customers overcome any product problem usually within 24 hours. And, each reported problem is tracked daily until the customer confirms resolution.

When you choose MindLeaders as your e-Learning solution provider, you will experience many differences. The kind of differences you expect to receive as a customer.

# Knowledgeable,

# Experienced Partner

Choosing a complete e-Learning solutions provider requires careful and thorough examination. Does the provider know how to produce quality courseware? Is there a wide and ever-growing selection of courses targeted to new topics? Are business, IT and desktop skills provided? Has the vendor worked with and supplied many large Global 2000 companies? Is there a complete complement of products and services available to be a single solution provider?

MindLeaders answers all of these questions with a resounding “yes!” With over 20-years of experience producing self-paced training, a customer base of over 1000 Global 2000 customers in addition to thousands of small and medium size businesses located throughout the world and our own in-house development staff, MindLeaders is the one-stop integrated solution provider you can depend on.

Our customers span the entire spectrum of large organizations. Banks, insurance companies, government agencies at all levels, overnight shipping firms, brokerage houses, large consulting organizations and manufacturing concerns of all types use our e-Learning solutions.

Isn't it time you experienced true integrated e-Learning that works? Contact us today to learn more and obtain a free trial of our solutions!

## Our Customers Span the Entire Spectrum of Large Organizations

ALCOA, American Family Insurance, AT&T Wireless Services Inc, Booz Allen and Hamilton, Child Health Corporation of America, Comerica, Compuware, ConAgra Foods, Convergys, Cuthbert & Partners, J. Am. Bank, Dolar Financial Group, Colab, Empire Blue Cross Blue Shield, FedEx, Fifth Third Bank, Fortis Inc, Freddie Mac, Highmark Inc, Home Depot International Inc, Indus Corporation, Interactive Business Systems, Kanbay Resources Inc, Louisiana Department of Labor, Mass Mutual Financial Group, McCraw Hill, Med Mutual of Ohio, MeLife, MTM Corp, National Insurance, Nicor Gas, Northwest Farm Credit Services, Ohio Department of Jobs and Family Services, Oklahoma State University, Oregon Health and Science University, Pan American Life Insurance Company, Pep Boys Inc, Perot Systems, PHEAA, Pitt Memorial Hospital, Pyxis, R. L. Polk and Company, Rouse Company, Sabre Systems Inc, Sacramento County, Salomon Smith Barney, Salt River Project, Security Benefit Life Insurance Company, Social Security Administration, Southern Growers, Space Propagation Chemical Systems, Spherion, State of Connecticut, SUPERVALU Inc, Sun Life of Canada, Sun Life of Canada Group, Telos Systems Group, Texas Department of Insurance, The Regence Group, The Travelers Insurance Group, Time Consumer Service, Toronto Dominion Bank, United States Steel Corporation, US Bank, US Service, US Bancorp (formerly Firststar Bank), Washington Mutual Inc, Wellpoint Health Networks Inc, Xilinx

**US Bancorp (formerly Firststar Bank)**

**United States Steel Corporation**

**SUPERVALU Inc**

**ConAgra Foods**

**Perot Systems**

**MetLife**

**FedEx**



**MindLeaders**<sup>®</sup>

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